

AUTOMATED SYSTEMS SPECIALIST

311

DEPARTMENT: James City Service Authority, Utility Operations

NATURE OF WORK:

Operates automated maintenance management systems (Hansen IMS), Supervisory Control and Data Acquisition systems (SCADA), telemetry systems, and the JCSA computer network. This includes basic program installation and system maintenance, while maintaining proficiency in network administration actions. Provides administrative and analytical support to supervisory staff. Conducts the analysis necessary to secure facts concerning operations, related cost accounting, information reporting, material expenditures, and equipment utilization. Monitors radio, SCADA, and telemetry systems, while managing automated work order and reporting systems. Duties are performed under the general supervision of the Utility Systems Analyst.

ESSENTIAL FUNCTIONS OF THE JOB:

Operates automation programs and supports management of the JCSA's Operations and Maintenance Management systems, SCADA and computer network operations. Performs account/user creation, classification, and modification within each database administered by the JCSA.

Performs basic database and network administration, maintenance, security and access control, restoration and back up, and quality assurance of records in the database. Collects and maintains information on the needs and activities of the JCSA computer users.

Performs operational checks on SCADA, and computer processed telemetry alarm systems, for JCSA facilities and infrastructure.

Collects and analyzes information and prepares reports for use by JCSA management, such as workload and performance indicator reports, effectiveness and efficiency measures, and cost accounting data. Collects information to track cost management for JCSA equipment and material usage.

Is the system administrator for the JCSA's Training and Education Management System. Solely responsible to compose training projections and credits, individual training needs assessments, while managing organizational KSA catalogs.

Handles a variety of administrative detail including radio communications, dispatch duties, customer complaints and notification of interruptions of service, which involves contact with JCSA personnel, citizens and various County officials and representatives.

Serves as fire and rescue coordinator, and dispatches crews and mechanics for emergency calls and SCADA/telemetry alarms. Logs and monitors movements of work crews in and out of confined spaces.

Maintains working knowledge of all safety procedures, i.e., Confined Space, Lockout/Tagout, etc. Serves as the point of contact for all field workers concerned with safety-related questions.

Answers telephone; greets callers and visitors. Answers questions regarding JCSA services, polices, water or sewer problems, and refers caller to the appropriate person. Handles complaints most of the time before referring to a supervisor. Dispatches a crew when necessary to resolve a complaint.

Manages the automated work order system. Inputs data to create work orders and close out work order on a daily basis. Oversees the operations for the Infrastructure Management system. Queries the database for information as necessary.

During emergencies determines appropriate section to deal with emergency, routinely contacts needed support such as contractors, vendors, Miss Utility, etc.

Performs other general clerical functions as required, such as preparing correspondence, maintaining files, compiling information, etc.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed in an office setting. Requires prolonged periods of sitting and the ability of walking short distances. Operates automated systems, computer keyboard, telephone, copier, and radio.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of database management and the concepts of relational databases to include performance monitoring, system testing, software package installation and testing, security, backup, recovery.

Thorough knowledge of standard office practices and procedures, equipment, applications to the area of assignment, including knowledge of data entry operations.

Knowledge of Windows NT work stations and servers to include program installation and system maintenance, while maintaining proficiency in network administration actions.

Ability maintain records, both automated and manual, and to prepare reports from such records.

Ability to understand and carry out complex oral and written instructions.

Ability to work independently and make decisions within context of policies and procedures.

MINIMUM QUALIFICATIONS:

Highschool diploma or equivalent and experience in information systems performing basic analytical or research work: basic conceptual knowledge of database administration to include experience with varied software systems; ability to perform basic troubleshooting of software and hardware problems, or any equivalent combination of acceptable education and experience providing the knowledge, skills, and abilities cited above.

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Automated Systems Specialist

Position Number 311

Department JCSA

Division Utility Operations

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- ☒ Ability to understand and follow oral instruction
- ☒ Ability to understand and follow written instruction
- ☒ Ability to guide and/or give instructions
- ☒ Ability to make decisions in accordance with established procedures and policies
- ☐ Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- ☒ Answering telephone, radio, or switchboard
- ☒ Communicating with County officials
- ☒ Communicating with general public
- ☒ Communicating with vendors
- ☒ Communicating with supervisors and/or with other employees
- ☒ Communicating with others must have ability to convey technical meanings
- ☐ Not essential to job function

2. Hearing/Listening:

- ☒ For communication with County officials, public, vendors, supervisors and/or other employees
- ☐ Not essential to job function

3. Reading: (ability to read and understand text)

- ☒ Essential to job function
- ☐ Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- ☒ Ability to mentally perform accurate two digit calculations
- ☒ Ability to perform accurate calculations aided
by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- ☒ Essential function
- ☐ Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input checked="" type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- ☒ Essential to job function
- ☐ Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength**: The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift					✓		✓		
Push/Pull					✓		✓		
Hold/Carry					✓		✓		

Manipulation done from: ☒ ground to waist ☒ waist level ☒ waist to shoulder ☐ above shoulder
(Check all that apply)

Not essential to job function: ☐ Lift ☐ Push/Pull ☐ Hold/Carry (Check all that apply)

2. **Climbing**: To move up or mount by using the hands or feet.

Ladders

- ☒ Step stool
- ☐ 8' to 10' step ladder
- ☐ Extension ladder
- ☐ Other _____
- ☐ Not essential to job function

Stairways

- ☒ 1 flight
- ☐ 2 flights
- ☐ 3 or more flights
- ☐ Other _____
- ☐ Not essential to job function

Steps

- ☐ 1-2
- ☐ 2-3
- ☐ 3-4
- ☒ Other as many as 25
- ☐ Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run**:

Please check (✓) in appropriate boxes below.

Duration (hours/day)							Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand		✓					✓		
Sit				✓				✓	
Walk	✓						✓		
Run									

If walking or running, over what type of terrain? ☒ flat ☐ rough ☐ both

Not essential to job function: ☐ Stand ☐ Sit ☐ Walk ☒ Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- ☐ 0-5x ☒ 5-20x ☐ 20-50x ☐ 50+x
☐ Other _____ ☐ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- ☐ 0-5x ☒ 5-20x ☐ 20-50x ☐ 50+x
☐ Other _____ ☐ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- ☐ Peripheral vision
☐ Night vision
☒ Focus (distinctness or clarity)
☒ Color perception (discriminate between colors)
☒ Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

<u>Transmission</u>	<u>Standard</u>	<u>Automatic</u>	<u>Multi-Gears</u>
Car	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			

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